

Volunteer Role Description

Active Response Volunteers

Where are Active Response Volunteers based?

Active Response Volunteers are based wherever there is a significant need for them within the hospital. They respond to situations in real time assisting staff and patients when they need it most. This could be in the pharmacy, the Emergency Department, a ward or any other hospital area that requires immediate assistance. Volunteers will be based in the Welcome Hub and their efforts co-ordinated from there.

Why we need your help

The hospital is under constant pressure to provide quality care to an ever increasing number of patients. Active Response Volunteers respond to bleeps and calls from across the hospital to assist in urgent non-clinical tasks such as delivering medications, supporting the Emergency Department or Discharge Lounge, helping patients on wards and even supporting distressed family members and this role is fundamental to supporting wards, departments, our staff and most importantly our patients.

What you will gain from this role

- Specialist training in various hospital activities.
- The opportunity to help the hospital during critical times.
- The opportunity to gain experience in non-clinical patient care in a hospital environment.
- You'll be able to keep fit and active and help as part of a team.
- You'll receive support and training to help you fulfil this role

What does an Active Response Volunteer do?

Working in a fast-paced, ever changing environment Active Response Volunteers respond to demands across the hospital to assist our patients and staff. The role is very varied and involves:

- Supporting the Emergency Department during operational pressures
- Collecting medication from pharmacy and delivering it to wards and departments
- Helping an ambulant patient to leave the hospital by directing them and assisting with their bags.
- You could be visiting a patient on a ward who is confused or lonely
- You could be helping a family member or carer who may be distressed
- You could be helping to escort a patient to a test or examination

What we won't ask you to do

- You won't be providing clinical care to patients (ie. doing the tasks which the staff have been trained to do).
- We won't ask you to carry heavy loads.

What skills or experience do you need?

- Friendly and positive attitude
- Ability to work in a team
- Ability to actively listen
- To be respectful and understanding of different cultures, ethnicity and minority backgrounds
- Objective and non-judgemental
- Have a good level of fitness as the role requires lots of walking
- Excellent communication skills – talking and listening to patients and staff – with a good standard of oral English
- Understand and comply with confidentiality requirements
- Have a professional and friendly demeanour, and able to work in a team
- Be committed to the role and attend regularly. Be punctual and dependable
- The ability to know when to seek help – although guidance will be given

Location

The Welcome Hub, Level 6, Derriford Hospital, Plymouth

Days and times required

7 days a week, 09:30-16:30

Point of contact

Voluntary Services

Other requirements

- Applicants must be at least 16 to volunteer in this role.
- Tasks are allocated on an age and ability basis by the volunteer co-ordinator.

Training Modules

- Trust Induction
- Manual Handling
- Fire Safety
- Safeguarding
- Infection Control
- Information Governance (Data Protection and Confidentiality)
- Resuscitation Theory
- Active Response On-Site Training

Application requirements

- An enhanced Disclosure & Barring Service check
- Formal volunteer registration